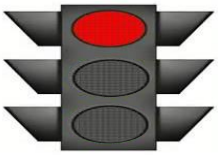
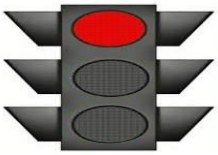
EMS Turnout Time Defect Rate
Louisville Fire Department

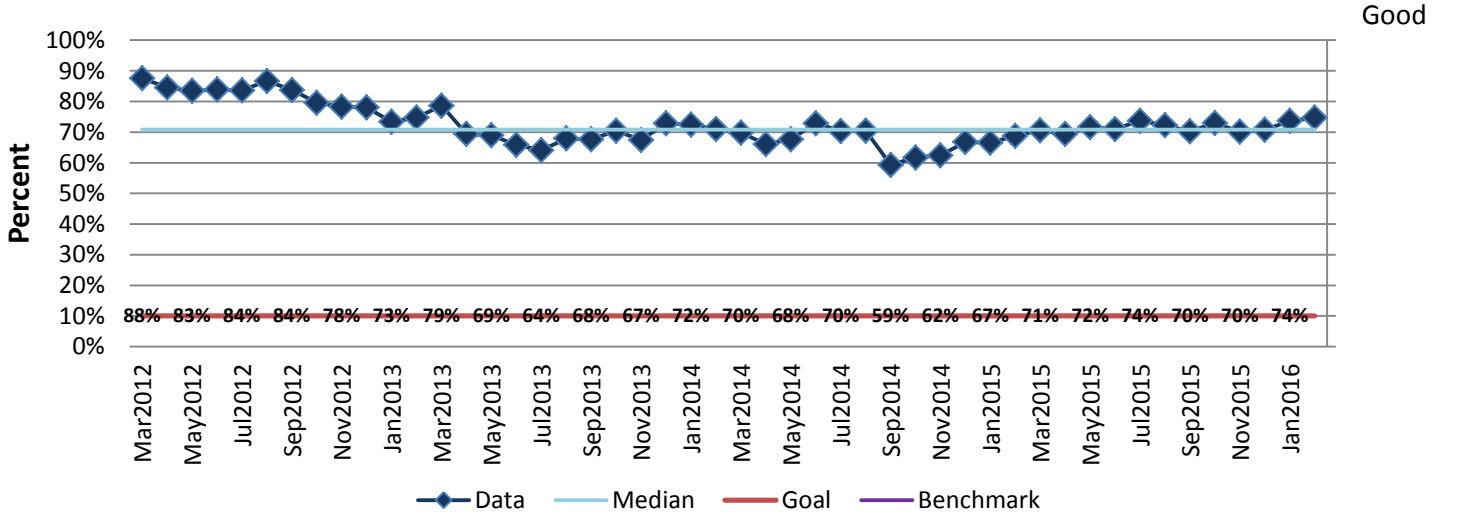
KPI Owner: Fire Department Chief of Staff **Process: Fire Response**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 14 avg. = 83.7% Goal: No more than 10% of incidents have a late turnout time (>60 sec) by first responding unit. Benchmark: 90% within 60 seconds	Data Source: Firehouse Analytics Goal Source: NFPA 1710 Benchmark Source: NFPA 1710	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Percentage of incidents in which the first responding unit took more than 60 seconds to turnout to an incident. Why Measure: Assure members are efficiently reacting to calls for service Next Improvement Step: 1. Assure proper measuring 2. Educate Suppression members on proper response techniques

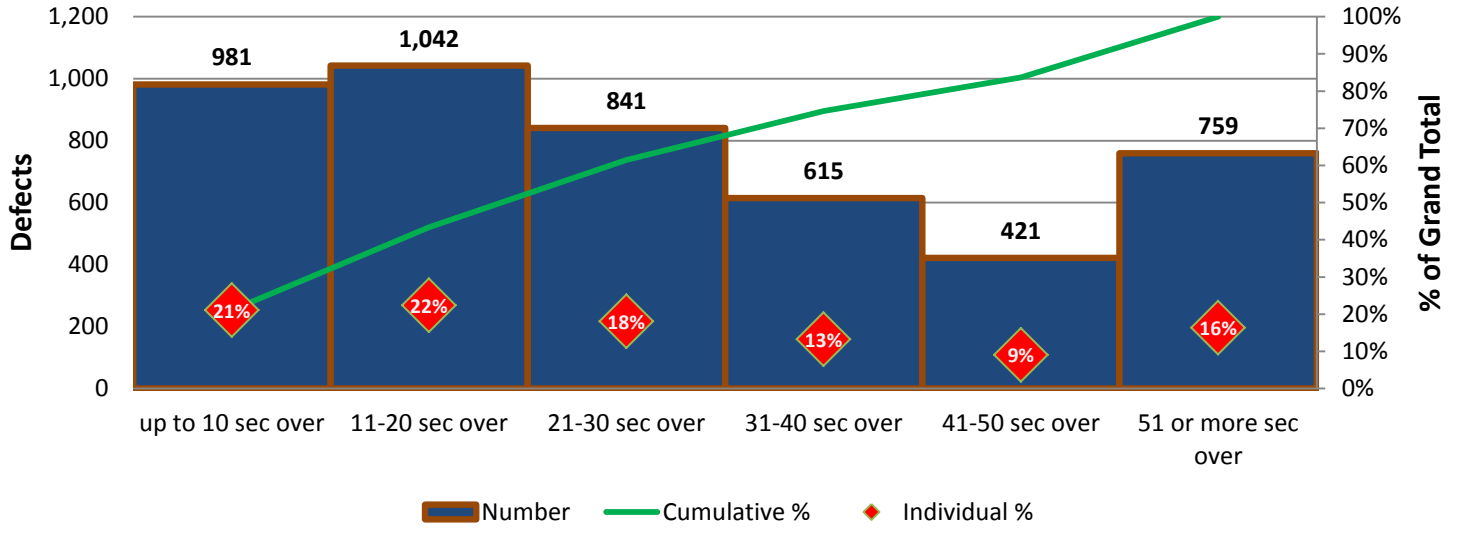
How Are We Doing?

Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Actual		Feb2016 Goal	Feb2016 Actual	
10%	72%		10%	75%	
Percent	Percent		Percent	Percent	

EMS Turnout Time Defect Rate



Nov2015-Feb2016 Defect Breakdown



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